

Disability Inclusion Action Plan  
2023–25

NATIONAL  
PORTRAIT  
GALLERY



# Acknowledgment of Country

The National Portrait Gallery acknowledges the Ngunnawal and Ngambri peoples, the Traditional Custodians of the Canberra region, on whose Country the Gallery stands.

We pay our respects to their Elders past, present and future and recognise their continuing connection to lands, waters and communities. We extend our acknowledgment to Traditional Custodians of Country throughout Australia.

Aboriginal and Torres Strait Islander readers should be aware that this document contains images of now deceased Indigenous people.



Geoffrey Gurrumul Yunupingu 2009 by Guido Maestri  
oil on linen

Gift of the artist 2011. Donated through the Australian Government's Cultural Gifts Program © Guido Maestri

Cover image: A student taking part in a hard of hearing movement and making workshop

Contents

## **Acknowledgment of Country**

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Language

We recognise that there are varying views on language and terminology around disability in Australia and internationally. Language can be both a personal, and political, choice.

We have chosen to write this Disability Inclusion Action Plan (DIAP) using the person-first language of ‘person with disability’ to recognise that disability is just one aspect of a person’s life and does not determine who they are. This is currently the preferred language used by governments across Australia. However, we respect that different people have different preferences about language.



Participants enjoying a painting workshop facilitated by artist Darren McDonald

Contents

Acknowledgment of Country

## **Language**

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



# Message from the Director

It is our pleasure to launch the National Portrait Gallery's second Disability Inclusion Action Plan (DIAP). This document will act as our roadmap over the next three years, as we continue to improve the accessibility and inclusivity of our organisation and the exhibitions, programs, events and facilities we provide for our community and staff. It covers onsite, online and outreach work.

Everyone has a right to engage in arts and cultural activities. Eighteen per cent of our population live with disability, and they are represented in our visitors, artists, portrait subjects, staff, volunteers, donors, contractors and other stakeholders. As a National Cultural Institution, our job is to serve the public – we take our responsibility to this seriously and believe our collection is for everyone. Our DIAP is our public commitment to communicate our vision and plan to ensure we are a place where everyone feels welcome and can participate. It outlines specific priority actions, monitoring and reporting approaches which we will be delivering over the next three years.

Our DIAP is focused on the social model of disability, and what we can do to remove barriers that people with disability may experience in being able to engage with us. It builds on the work undertaken during our last DIAP, much of which has now become business as usual. Through our consultation process for this DIAP, we have gained a deeper understanding of issues and barriers impacting on the Gallery's engagement with people with disability, helping us to identify what is working

and what needs to be improved. We would like to thank everyone who contributed to this process – our DIAP is more robust because of this participation.

DIAP actions are spread across all aspects of the Gallery's operations, to ensure the principles of access and inclusion are embedded throughout our business and that we are taking a whole-of-gallery approach. The DIAP is a living and breathing document and will be regularly monitored, reviewed and updated where required, reflecting a continuous cycle of feedback from and consultation with our stakeholders with disability.

Our staff are committed to working together to make the Gallery a place where people with disability feel welcome and safe to visit, work or volunteer, and where they can also see themselves represented. This work is ongoing, and realising the actions within this DIAP will help us to get there.

Trent Birkett  
Acting Director  
2023

Contents

Acknowledgment of Country

Language

**Message from the Director**

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Definitions

## Access

Access is about creating the necessary conditions for all individuals and organisations to use services, facilities, programs and employment opportunities. Access is about making space for the unique characteristics that each person brings. Barriers to equitable access can be categorised into the areas of attitudinal, communication, physical, policy and social.

## Disability

The UN Convention on the Rights of Persons with Disabilities (2008) defines disability as including a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.

The Disability Discrimination Act (Commonwealth) 1992 defines disability as:

- the total or partial loss of the person's body or mental functions
- the total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction.<sup>1</sup>



A student creating a mask in a hard of hearing theatre and making workshop

Contents

Acknowledgment of Country

Language

Message from the Director

## Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Definitions (continued)

## Inclusion

Inclusion is the process in which every person (irrespective of age, disability, gender, religion, sexual preference or ethnicity) who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

According to the research report 'Towards new indicators of disadvantage: Deprivation and social exclusion in Australia' (2007) published by UNSW's Social Policy Research Centre, dimensions of inclusion include:

- being heard and valued
- meaningful participation
- connection and belonging
- opportunity to access supports
- choice and control in your life.

Inclusion is not about helping others to access the society we have. It is about changing the society we have. Inclusion is about making society mean everyone.<sup>2</sup>

1 <https://www.legislation.gov.au/Details/C2018C00125>

2 [https://library.bsl.org.au/jspui/bitstream/1/6119/1/Saunders\\_etal\\_towards\\_new\\_indicators\\_of\\_disadvantage\\_deprivation\\_and\\_social\\_exclusion.pdf](https://library.bsl.org.au/jspui/bitstream/1/6119/1/Saunders_etal_towards_new_indicators_of_disadvantage_deprivation_and_social_exclusion.pdf)



Celebrating International Day of People with Disability with dance and music

Contents

Acknowledgment of Country

Language

Message from the Director

## Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



## Definitions (continued)

### **Intersectionality**

We understand that the barriers people with disability experience can compound and layer when an individual is part of more than one underrepresented group. Recognising that people's lives are multi-dimensional and complex, we aim to take an intersectional approach in our thinking around accessibility. Intersectionality recognises the diversity of experiences within marginalised groups and provides a framework for recognising and addressing the needs of individuals who are most disadvantaged, setting a pathway for a more just and equitable world.

We are mindful of these intersections and aim to provide good access for people with disability from all backgrounds and lived experiences. This includes First Nations people, culturally and linguistically diverse people, women and non-binary people, members of the LGBTQIA+ community, people from regional and remote areas, older people, children and young people, and people from low socio-economic backgrounds.<sup>3</sup>

<sup>3</sup> <http://www.lgbtqiintersect.org.au/learning-modules/intersectionality/>



Performances for the BOLD festival 2022, celebrating intercultural, inclusive and intergenerational dance

Contents

Acknowledgment of Country

Language

Message from the Director

### **Definitions**

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Who we are and what we do

The National Portrait Gallery is an award-winning building situated within Canberra's Parliamentary Triangle, the symbolic centre of Australia's capital city on Ngunnawal and Ngambri land. The Gallery began its life in 1998 with the idea that the story of Australia could be told through portraits of our most remarkable citizens. The current building opened in 2008, featuring nine galleries arranged on one level, providing exhibition space for about 500 portraits for our visitors.

The Gallery houses the national collection of portraits of Australians, reflecting the breadth and energy of Australian culture and endeavour. Subjects in the collection are individuals who have made a significant contribution to Australian life. As part of a group of national collecting institutions, the Gallery is unique in its exclusive use of portraiture to explore Australian culture, history, achievement and identity. The Gallery provides a forum for the free and respectful discussion of national identity. We focus on both subject and artist.

Building on past achievement, and to continue to develop the Gallery as an inspirational art gallery of international standing accessible to all Australians, the current Corporate Plan 2022–23 identifies four strategic pillars which seek to:

- 1 Enliven the collection
- 2 Engage with audiences
- 3 Increase support
- 4 Invest in people and resources.



National Portrait Gallery staff creating a rainbow for WorldPride 2023

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

**Who we are and what we do**

Disability in Australia

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



# Disability in Australia

The Gallery subscribes to the social model of disability that distinctively signals the difference between a person's individual condition or impairment, and the barriers they experience which are created by the environment and society around them. Rather than focusing on the individual and medical diagnosis the social model focuses on the 'barriers' that create disadvantage by limiting opportunity, participation, autonomy and self-expression.

Disability can be both permanent or temporary and invisible or visible. We include mental health within our definition of disability, as well as members of the d/Deaf community (who may not choose to identify as people with disability, but instead as part of a cultural and linguistic minority, with their first language being Auslan). We recognise that not everyone who faces these barriers chooses to identify as a person with disability and we understand that identity and disclosure in the context of disability is complex and very personal. We also understand the principles of universal design, that one size does not fit all and the complexities of intersectionality within disability.



Portrait of Elizabeth Jolley 2003 by Mary Moore  
oil on composition board  
Commissioned with funds from the Basil Bressler Bequest  
2003 © Mary Moore

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

**Disability in Australia**

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Disability in Australia (continued)

## Key statistics

Disability is a broad diversity group and is very commonly experienced across our community – with people either directly identifying themselves, being a carer for someone else or having a family member or close friend with disability. The statistics shared below demonstrate how widespread disability is with the role of care partner likewise prevalent across every geographic, demographic and socio-economic level of the community.

**1 in 5 Australians are people with disability (17.7% or 4.4 million people).**<sup>4</sup>

---

**19.4% of people in the ACT identify as people with disability.**<sup>5</sup>

---

**More than 1 million people with disability are from non-English speaking backgrounds.**<sup>6</sup>

**Just under half (45.1%) of Aboriginal and Torres Strait Islander people aged 15 years and over experience disability.**<sup>7</sup>

4 <https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/2018>

5 <https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/2018>

6 National Ethnic Disability Alliance (NEDA) People from NESB with disability in Australia: What does the data say? March 2010

7 ABS 4714.0 – National Aboriginal and Torres Strait Islander Social Survey, 2014–15

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

**Disability in Australia**

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan 2023–25

Governance, monitoring and review

Acknowledgments

Contact us

## Disability in Australia (continued)

**People with disability are twice as likely to be in the bottom 20% of gross household incomes.**<sup>8</sup>

---

**45% of those with disability in Australia are living either near or below the poverty line, more than double the OECD average of 22%.**<sup>9</sup>

---

**45% of the population will experience a mental health condition at some point in their lives.**<sup>10</sup>

---

**15% of Australians (3.4 million) have a physical condition.**<sup>11</sup>

**Vision Australia estimates there are currently 357,000 people in Australia who are blind or partially sighted.**

---

**About 3.6 million Australians are impacted by some level of hearing loss.**<sup>12</sup>

<sup>8</sup> ABS 4430.0

<sup>9</sup> Price Waterhouse Coopers, 2011. 'Disability expectations – Investing in a better life, a stronger Australia.'

<sup>10</sup> ABS 4326.0 – National Survey of Mental Health and Wellbeing: Summary of Results, 2007

<sup>11</sup> Australian Network on Disability <http://www.and.org.au/pages/disability-statistics.html>

<sup>12</sup> <http://www.health.gov.au/topics/ear-health/about>

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

**Disability in Australia**

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan 2023–25

Governance, monitoring and review

Acknowledgments

Contact us



# Disability in Australia (continued)

## Participation in cultural life

An Australia-wide survey in 2019 found that people with disability were more likely than people without disability to recognise the positive impacts of arts and creativity across all areas; to agree that the arts allow them to connect with others; to believe that the arts should receive public funding; and that artists make an important contribution to society.<sup>13</sup>

People with disability were more likely than people without disability to give time or money to the arts; to be motivated to attend the arts; to improve their wellbeing and to express themselves; to creatively participate in the arts; and to engage with the arts online.<sup>14</sup>



Auslan interpreted story time for families

13 Creating our future: Results of the National Arts Participation Survey (2020). The Australia Council for the Arts.

14 As above.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

**Disability in Australia**

Where we fit: social policy context

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Where we fit: social policy context

There are a wide range of legislative requirements and strategies which have influenced the development of this DIAP. In recent years, there have been significant changes to law and policy in Australia aimed at ensuring the rights of people with disability are upheld and protected.

A summary of some of the key documents is provided below.

## **International**

Internationally, Australia is a signatory to the UN Convention on the Rights of Persons with Disabilities (2008). This Convention recognises that disability is ‘an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full effective participation in society on an equal basis with others’.<sup>15</sup>

## **National**

At a federal level, Australia has had a Disability Discrimination Act for 30 years (released in 1992). Various Australian Standards and Frameworks support this Act, including the Disability (Access to Premises – Buildings) Standards (2010), National Construction Code of Australia (2022), Disability Standards for Accessible Public Transport (2002) and Disability Standards for Education (2005).

<sup>15</sup> <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

Since 2014, Australia has implemented the National Disability Insurance Scheme (NDIS) to provide support for Australians with permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. Residents of Georges River Council have had access to the NDIS from 1 July 2017.

In 2019, Australia launched a three-year Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. This inquiry will provide recommendations to government on how to prevent and better protect people with disability from all forms of violence and abuse, neglect and exploitation; achieve best practice reporting and investigation processes; and promote a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation.

Australia has also recently released its new National Disability Strategy (NDS) 2021–31. The vision sets out practical changes required to fulfil its vision for an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community. It helps protect, promote and realise the human rights of people with disability through national leadership, guiding public policy activities, influencing mainstream services and systems, and engages the whole community in achieving a more inclusive society.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

## **Where we fit: social policy context**

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

## Where we fit: social policy context (continued)

Our DIAP also aligns with other international, national and Australian Capital Territory social policy and frameworks including:

UN Sustainable Development Goals (2017)

Disability Discrimination Act 1992 (Commonwealth)

Disability Services Act 1986 (Commonwealth)

Australian Public Service Disability Employment Strategy 2020–25 (Commonwealth)

National Arts and Disability Strategy 2009 (Commonwealth)

Disability Services Act 1991 (Australian Capital Territory)

Disability Justice Strategy 2019–29 (Australian Capital Territory)

World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG).



Play on (A portrait of Neale Daniher) 2021 by Michael Peck  
oil on linen

Commissioned with funds provided by The Calvert-Jones Foundation, The Sid and Fiona Myer Family Foundation and Dr David Thurin AM and Lisa Thurin 2021

© Michael Peck

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

**Where we fit: social policy context**

Our Disability Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



# Our Disability Inclusion Action Plan

1 in 5 Australians are people with disability – a large proportion of our society. Most people will experience some type of disability in their lifetime and many of us are also carers and support people for friends or family members with disability. We need to ensure that our attitudes are inclusive, our environments accessible, our workforces diverse and our processes user friendly so that everyone can benefit.

Our DIAP is a tool and resource to help guide us in our work with, by and for people with disability to ensure that everyone can engage with us and we can engage with everyone.

During our last DIAP, we worked with a talented group of staff and an external Disability Advisory Group to raise our awareness of issues and make key improvements to our space and practices. In this next DIAP, our focus is to build on this momentum and ensure access is built in from the beginning and embedded in the culture of the organisation. We want to aim beyond compliance and minimum standards to best practice and great user experience. This DIAP is about ensuring that access and inclusion is front of mind in everything we do. We are open and willing to change and adapt and there is a real desire from our people to be as accessible as possible. This DIAP is about helping us move forward and having a strategy to guide us and make us accountable.

## **Alignment with our Strategy**

Having a DIAP is a core part in enabling us to deliver on our purpose and functions as a publicly funded National Cultural Institution.

Diversity is a key principle reflected within our organisational vision:

‘The National Portrait Gallery aspires to reflect the face of Australia. It is the place where the national story unfolds with clarity, without complacency or self-satisfaction. The Gallery uses portraiture to tell Australian stories and to increase understanding and appreciation of Australian people – their identity, history, culture, creativity and diversity.’

Access and inclusion are also specifically represented as one of our four values:

We are inclusive and accessible

‘We are approachable, friendly and welcoming of our visitors and each other. We strive to ensure that the Gallery, the collection and our programs – both onsite and online – are accessible to all.’

This DIAP aligns with other key strategies and documents within the organisation, including the NPG Corporate Plan, NPG Operational Plan and the Reconciliation Action Plan.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

## **Our Disability Inclusion Action Plan**

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Our Disability Inclusion Action Plan (continued)

## **Our vision for our DIAP**

The Gallery celebrates inclusion and is committed to creating a welcoming environment for all – by removing or reducing social, economic, physical or behavioural barriers.

To realise our vision, over the next three years we strive to:

- build organisation-wide capability to increase disability confidence, eliminate discrimination and contribute to improving attitudes towards disability
- reflect contemporary society and promote the representation, recognition and participation of people with disability
- empower people with disability by continuing our improvements onsite and online to enhance access to information, facilities, programs, the collection and exhibitions
- make sustainable advancements in our professional practices by embedding access into our systems, strategies, planning and procedures to enable people with disability equal access to our programs and employment within our organisation.

## **Our DIAP principles**

In accordance with our Corporate Plan 2022–23, the Gallery is committed to engaging with audiences and ensuring that accessibility and diversity informs all programming.

The Gallery is committed to the following accessibility principles:

We regularly consult with and are informed by our Disability Advisory Group.

We invite accessibility audits – these may cover physical access points, facilities and exhibition spaces from the perspective of an increasingly broad experience of disability.

We explore innovative technologies to provide diverse access points to the collection, both onsite and in outreach programs to the community.

For all our initiatives we strive for best practice and to comply with relevant standards and legislation.

We eliminate discrimination and welcome staff with different experiences, cultural heritage and educational backgrounds, with employment conditions covered by the National Portrait Gallery Enterprise Agreement 2017–20 and the National Portrait Gallery of Australia Non-SES Employees Determination 2020–21.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

## **Our Disability Inclusion Action Plan**

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Our Disability Inclusion Action Plan (continued)

We are accountable and openly invite feedback and engagement with our community, are open to current ideas and actively implement changes.

With these principles we seek to promote social equity, acknowledge the exceptional contributions people with disability make, and encourage positive community attitudes.

## **Our DIAP goals**

To do this, we have set ourselves the following goals to achieve over the next three years:

### **Goal 1: Attitudes and behaviours**

We remove attitudinal barriers and encourage inclusive behaviours, enabling people with disability to engage and participate in Gallery activities through the reflection and continued training and revision of policy and practice.

### **Goal 2: Liveable communities**

We strive to deliver an accessible physical and digital space to enable universal engagement.

### **Goal 3: Meaningful employment**

We are committed to diversity and inclusion in our staff cohort, with people with disability having the opportunity to gain and retain employment within an accessible environment and an inclusive workplace culture.

### **Goal 4: Systems and processes**

Our information, services and programs are built with accessible and inclusive systems and processes in mind, to ensure everyone can engage with them, with commitment to review and update giving people with disability choice and control.

In lieu of formal guidelines for Commonwealth entities, we have chosen to follow the NSW DIAP framework, which uses the four outcome areas listed above in our goals. Since its introduction in 2014, this framework has supported NSW entities to drive effective organisational change towards removing or reducing the social, economic, physical and behavioural barriers that prevent people with disability fully engaging with NSW public organisations.

Underneath these four areas, a range of strategies and actions have been developed which the Gallery will deliver over the next three years. These will enable people with disability to have greater access to Gallery information, services, programs, events and facilities.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

## **Our Disability Inclusion Action Plan**

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



## Our achievements to date

During the period 2018–20, the Gallery implemented our first Access Action Plan. Over these years, we delivered several initiatives and made positive progress in many areas across our organisation. Our staff also increased their understanding of accessibility and learnt much along the way.

We were proud to be one of the first organisations in Canberra to engage an external Disability Advisory Group to inform our work. Learning from their lived experience and expertise has shaped our achievements and goals in this area.

We have aimed to be inclusive in our delivery of programs, visitor experience and the navigation of our physical spaces and facilities.

The three case studies following are highlighted as recent achievements.



National Portrait Gallery and Access2Arts staff presenting on audio description at the 2021 Australian Museums and Galleries Association National Conference

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

**Our achievements to date**

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

## Case Study 1

Inclusive Family Programming | Story Time

**‘I am overwhelmed. To not only see children who are d/Deaf interacting with everyone, but to see youngsters with their adults – sharing stories and dancing together. I brought my granddaughters with me and this has been such a special day with them.’**

Participant feedback



Auslan interpreted story time  
for children and their families



## Our achievements to date (continued)

### Case Study 1:

#### Inclusive Family Programming | Story Time

The Gallery works to embed inclusion across all our public programming. The popular and well-established Story Time holiday program aligns with our values of being accessible to all.

This gentle program is delivered every school holiday for carers, family and friendship groups with young children. Participants listen to a story connected to the collection, temporary exhibitions or themes around identity and respond with creative making activity. Story Time promotes cross-generational learning and provides a safe and welcoming space to be imaginative.

During the holiday period of Summer 2021–22, the children’s book *Dancing with Memories* by Sally Yule and illustrated by Cheryl Orsini was chosen for its delightful depiction of Lucy, a grandmother living well with dementia. This program was delivered onsite and streamed live online for national audiences. It was Auslan-interpreted and captioned and hugely enjoyed by diverse intergenerational family audiences including hard of hearing and d/Deaf children.

Participants were invited to listen to the story read by Sally Yule, create a movement sequence guided by wellbeing dance artist Phillip Piggan, and led in art making activities with Cheryl Orsini.

Feedback from grandparents who had brought their grandchildren along revealed the importance of these programs in highlighting the issues and connections needed to support the wellbeing of our ageing population.



A participant enjoying creative making during a hard of hearing story time for children and families

[Contents](#)

[Acknowledgment of Country](#)

[Language](#)

[Message from the Director](#)

[Definitions](#)

[Who we are and what we do](#)

[Disability in Australia](#)

[Where we fit: social policy context](#)

[Our Disability Inclusion Action Plan](#)

### **Our achievements to date**

[Methodology and consultation](#)

[Disability Inclusion Action Plan 2023–25](#)

[Governance, monitoring and review](#)

[Acknowledgments](#)

[Contact us](#)





## Case Study 2

Collaborations and Training | Audio Description Project

**‘I had been listening to your audio descriptions on your website but when I realised you were doing tours with the descriptions I was curious and excited to come here in person. I felt very welcome.’**

Participant feedback

Access and Learning staff completing audio description training with Access2Arts



## Our achievements to date (continued)

### Case Study 2:

#### Collaborations and Training | Audio Description Project

Audio description is the accessibility of visual media for people who are blind or have low vision, and a powerful tool to remove barriers to access.

The Audio Description Project at the Gallery began in 2019 with the aim of increasing inclusivity for visitors who are blind or have low vision. The Access and Learning section underwent immersive training in how to write audio description with Access2Arts, a disability-led arts development agency and peak body for arts and disability in South Australia. This collaboration continues with further staff training and the ongoing creation of descriptions written and recorded by trained Gallery staff that are edited by Access2Arts.

This training enabled the in-house creation of audio descriptions of art works in the collection and temporary exhibitions – in 2023 we have over 100 scripts available. It also enabled the Gallery to embed audio description into programming and service delivery with described access information on the website, transcripts and recordings available on the website and on a mobile app, and delivered in tours onsite and online.

Our audio description skills inform our school programs for low vision students and group drawing activities. Feedback from online tours to both low vision and sighted participants

indicated that the descriptions offered alternative perspective for sighted users, offering a positive opportunity for a slow and close-looking experience to improve their wellbeing. Gallery staff presented alongside Access2Arts at the Australian Museums and Galleries Association 2021 conference to champion the value of audio description and consultative best practice training.



Participants on an audio description tour

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

### Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

## Case Study 3

Movement and Making Workshops |  
Art for Hard of Hearing and d/Deaf Students

**‘It was great to see the kids so focused, creative and enjoying a social gathering with others who are d/Deaf.’**

Teacher of the Deaf



A student creating a wearable costume in a hard of hearing movement and making workshop



## Our achievements to date (continued)

### **Case Study 3: Movement and Making Workshops | Art for Hard of Hearing and d/Deaf Students**

The Gallery's movement and art making workshops specifically designed for hard of hearing and d/Deaf students and their Teachers of the Deaf provide geographically scattered children from the region with the opportunity to socialise, create and explore together.

The program's objectives are to provide access to the Gallery's collection, engage children in an interactive experience stimulated by portraiture, explore and encourage expressiveness through art making and performance as an extension of self, and promote social confidence and interaction with others.

Piloted in 2012, this program was originally funded by the Australian Decorative and Fine Arts Society, Canberra to develop an arts-based project that aimed to enhance community relations and develop responses to art making in young people. Experienced visual and performance artists were engaged to collaborate with Gallery staff in developing the content and to facilitate the workshops. In 2019 the Gallery partnered with Balinese puppet artists from The Super Funky Artists, focused on connecting students with diverse cultures and themes of sustainability with recycled materials being used to create and activate puppets.

This program won a Museums & Galleries National Award, First Place in the Public Programs category in 2013 and contributed to the development of a network between the ACT Education Directorate, Teachers of the Deaf and the Gallery to ensure the sustainability in the delivery of this project.



Students creating puppets with Super Funky Artists from Indonesia in a hard of hearing workshop

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

### **Our achievements to date**

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

## Our achievements to date (continued)

### Other highlights

Relaxed Mornings for people with sensory sensitivities occur seasonally. People can visit the Gallery before regular opening hours to view exhibitions and take part in creative activity, at a time that best suits their needs.

The Gallery celebrates International Day of People with Disability in December annually delivering audio description tours and Auslan-interpreted programs. For this event we have collaborated with performers with disability to deliver dance and music programs, including ZEST dancers, On Display dancers, Liz Lea, The Deaf Butterflies Group – DeafACT, Subsdance and Chameleon Collective.

The Gallery has partnered with the BOLD festival as a host venue. This annual five-day festival celebrates intercultural, inclusive and intergenerational dance. Dance programs at the Gallery celebrate the work of older and still-practicing artists to explore healthy ageing, the health impacts of creativity and the cross-generational exchange of ideas.

In collaboration with Visual Thinking Strategies (VTS™ New York), the Gallery presents critical thinking and visual literacy programs for students, adults and people living with dementia.

The development of the In their own words audio guide app began in 2018 in collaboration with the National Library



Chamaeleon Collective dancers celebrating 2021 International Day of People with Disability

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

### Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us



## Our achievements to date (continued)

of Australia and the Gallery's Digital Partner Stripy Sock, supported by the Sidney Myer Fund. It is an audio guide with a difference to enrich the experience of visitors, where users can hear subjects' and artists' own voices, harnessed from the Hazel de Berg audio archives, and supports visitors with low vision or who are blind to connect with the portraits.

The Gallery delivers workshops and programs for artists working in supported studios and people with acquired brain injury and has featured the work of artists from supported studios in Portrait magazine.

The Gallery's 2023 major contemporary art exhibition Portrait23: Identity includes the commissioning of artists with disability, and the delivery of online public programs and resources.

The Gallery is continually increasing the capability of our staff, having provided various training opportunities for all staff including Dementia Awareness Training, Disability Awareness and Accessible Exhibition Design training through Accessible Arts, and participation in the SBS Inclusion program, specifically the Disability module.

The Gallery has implemented large print label guides for temporary exhibitions and developed an app, Liberate the labels, to enhance visitors' experience accessing wall label information in a format best suited to their individual needs.



Visitors using In their own words, an audio guide sharing stories told by the subjects and the artists

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

**Our achievements to date**

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Methodology and consultation

To develop this DIAP, we collaborated with arts and disability peak body Accessible Arts who have led and informed our work. Through this process, we have engaged with staff, volunteers and a range of different external stakeholders, including people with disability, to build an ambitious and achievable DIAP.

The consultation phase of this DIAP's development took place throughout 2022 and included:

- presentations, workshops and interviews with staff from across the organisation, as well as an internal survey for staff, volunteers and the Board
- focus groups and a survey for our external stakeholders
- an accessible document review
- a 'Walk and Talk' tour with people with lived experience of disability.

We believe in designing accessible programs and services with, by and for people with disability – to ensure relevance, currency and usability. We acknowledge the need for regular dialogue and consultation with people with disability from across our community, to ensure continuous improvements are made over the life of this DIAP, and look forward to engaging with more of our stakeholders over the next three years.



Students at the Canberra Hospital School connecting with the Gallery virtually

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

**Methodology and consultation**

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25

## Key Outcome Area 1

### **Attitudes and behaviours**

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life. Low expectations and negative attitudes about people with disability as artists serve as barriers to professional practice. Developing positive attitudes involves increasing awareness and changing negative perceptions over time.

Goal: We remove attitudinal barriers and encourage inclusive behaviours, enabling people with disability to engage and participate in Gallery activities through the reflection and continued training and revision of policy and practice.



Untitled (portrait of Barbara Blackman) 1976

by Charles Blackman OBE

charcoal on paper

Purchased 2009 © Charles Blackman/Copyright Agency, 2022

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>1.1 Leadership</b> Ensure Gallery leadership is involved and invested	1.1.1 Present to the Board on disability and access, including an annual DIAP progress report.	Ongoing
<b>1.2 Representation</b> Ensure the Gallery reflects the society we live in	1.2.1 Build relationships with artists with disability and explore opportunities to engage with artists with disability in collection development, exhibitions and programs.	Ongoing
	1.2.2 Increase representation of people with disability across the collection, marketing collateral, social media and website.	2023
<b>1.3 Staff confidence and competence</b> Build staff skills and understanding of disability and accessibility	1.3.1 Mark annual days/events relating to disability with engagement activities for all staff.	Ongoing
	1.3.2 Provide Disability Awareness and/or Inclusion training to staff on induction and refresher training every 2–3 years.	Ongoing
	1.3.3 Provide opportunities for Public Facing staff to undertake bespoke training.	Ongoing
<b>1.4 Front of House</b> Ensure Front of House staff can engage with a diverse audience	1.4.1 Include Auslan skills as desirable expertise in position descriptions for Public Facing staff.	2024
	1.4.2 Provide visitors requiring backpacks in the Gallery for medical reasons with an identifiable bag tag.	Ongoing

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan 2023–25**

Governance, monitoring and review

Acknowledgments

Contact us



# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>1.5 Disability expertise</b> Utilise internal and external disability expertise to implement and monitor the DIAP	1.5.1 Maintain the internal DIAP Working Group to monitor DIAP delivery.	Ongoing
	1.5.2 Re-establish an external Disability Advisory Group, consisting of community members with expertise or lived experience of disability. Utilise other disability expertise as required.	2023
<b>1.6 Continuous learning and improvement</b> Continue to build knowledge and skills around access and inclusion	1.6.1 Ensure staff are supported to engage in professional development opportunities.	Ongoing
	1.6.2 Stay updated with current access advancements within and outside the arts sector and communicate to relevant staff.	Ongoing
	1.6.3 Continue to track visitor feedback and include questions in existing surveys. DIAP Working Group to review.	Ongoing
<b>1.7 Audience development</b> Ensure the Gallery's access services and features are communicated clearly	1.7.1 Design a plan to communicate access services to target audiences.	2023

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

## Key Outcome Area 2

### **Accessible and liveable communities**

Creating liveable communities for people with disability is more than modifying the physical environment. It covers areas such as access to transport, community recreation and culture, social engagement and universal design.

Goal: We strive to deliver an accessible physical and digital space to enable universal engagement.



Gill Hicks 2016 by Tony Kearney  
inkjet print on paper  
Purchased 2016 © Tony Kearney

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>2.1 Accessible exhibition design</b> Ensure exhibitions are designed and delivered with access and inclusion best practice	2.1.1 Continue to reference existing available resources such as the Smithsonian Guidelines for Accessible Exhibition Design.	Ongoing
<b>2.2 Accessible programming</b> Ensure programs are accessible to those with a range of access requirements	2.2.1 Continue to offer regular programs with accessible services and content such as Auslan interpretation and programs for people living with dementia and sensory sensitivities. Evaluate and monitor to ensure continuous improvement. 2.2.2 Scope the potential of developing new programs and methods of support, as required (e.g. support for people with intellectual disability). 2.2.3 Develop and make available Visual Stories detailing how to access the Gallery for public and visiting school groups.	Ongoing 2024 2023
<b>2.3 Audio tour</b> Ensure the audio tour is easy to access	2.3.1 Implement user friendly and intuitive QR codes to simplify access. Test the user experience before rolling these features out for public use.	2024

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan 2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>2.4 Audio Description Program</b> Continue to provide a high-quality Audio Description Program	2.4.1 Review how audio description content gets to the end user through user testing and other methods and implement improvements.	2024
<b>2.5 Digital experiences</b> Ensure digital offerings are accessible for people with disability	2.5.1 Ensure access is planned for any digital offerings and added in a timely manner (ideally live) to ensure an equitable experience.  2.5.2 Ensure that hybrid experiences (onsite and online) are accessible. Look to engage captioning services for onsite audience as required.	Ongoing  Ongoing
<b>2.6 Wayfinding and signage</b> Improve wayfinding experiences for people to access the building independently	2.6.1 Develop a wayfinding strategy, to improve signage and wayfinding across the Gallery.  2.6.2 Ensure any digital signage meets accessibility requirements and does not contain flashing imagery.	2023  2023
<b>2.7 Building</b> Continue to make access improvements to the built environment as required	2.7.1 Review and action building updates as needed and consider access requirements in Capital Works Projects.	Ongoing

- Contents
- Acknowledgment of Country
- Language
- Message from the Director
- Definitions
- Who we are and what we do
- Disability in Australia
- Where we fit: social policy context
- Our Disability Inclusion Action Plan
- Our achievements to date
- Methodology and consultation
- Disability Inclusion Action Plan 2023–25**
- Governance, monitoring and review
- Acknowledgments
- Contact us



# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>2.8 Quiet space</b> Ensure quiet spaces are available for those with sensory sensitivities	2.8.1 Empower staff to be ready to offer options for people with sensory sensitivities depending on daily activity in the building.	2023
	2.8.2 Scope the potential of becoming a member of the Sunflower Project.	2024
<b>2.9 Shop</b> Ensure the shop is accessible for everyone	2.9.1 Review and consult with contractors regarding recommendations from the Walk and Talk Audit (provided by Accessible Arts) in relation to the shop.	2024
<b>2.10 Café</b> Ensure the café is accessible for everyone	2.10.1 Review and consult with contractors regarding recommendations from the Walk and Talk Audit (provided by Accessible Arts) in relation to the café.	2024
<b>2.11 Lighting</b> Ensure lighting levels are safe and accessible for everyone	2.11.1 Communicate any flashing, strobe or low lighting with signage and on the Access page of the website.	Ongoing
<b>2.12 Queuing</b> Ensure strategies are in place for those who cannot stand to queue	2.12.1 Introduce a visible Priority Access Host to assist visitors who find waiting in a queue difficult, and promote on the website.	2024

- Contents
- Acknowledgment of Country
- Language
- Message from the Director
- Definitions
- Who we are and what we do
- Disability in Australia
- Where we fit: social policy context
- Our Disability Inclusion Action Plan
- Our achievements to date
- Methodology and consultation
- Disability Inclusion Action Plan 2023–25**
- Governance, monitoring and review
- Acknowledgments
- Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>2.13 Seating</b> Provide appropriate seating	2.13.1 Offer a variety of seating options within the Gallery spaces that offer a range of support.	2024
<b>2.14 Artwork information</b> Provide information in a way that is accessible to people with a range of access requirements	2.14.1 Devise a Style Guide that all wall labels and touch displays would aim to incorporate for each exhibition (relating to text and design).	2024
	2.14.2 Promote the use of large print label guides and the ‘Liberate the labels’ app for people to access content via other methods.	2024
	2.14.3 Continue to deliver different formats of information in apps to provide different levels of access.	2024

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

## Key Outcome Area 3

### Employment

Employment rates for people with disability are significantly lower than for people without disability. People with disability experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain employment. Research indicates that organisational commitment to workforce equality and inclusion is closely linked to strong business performance.

Goal: We are committed to diversity and inclusion in our staff cohort, with people with disability having the opportunity to gain and retain employment within an accessible environment and an inclusive workplace culture.



Kurt Fearnley 2012 by Adam Knott  
inkjet print on paper  
Purchased 2013 © Adam Knott

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us



# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>3.1 Disability employment</b> Increase the number of staff with disability and ensure job advertisements are shared widely and in accessible places	3.1.1 Develop a strategy/policy, in alignment with the APS (Australian Public Service) Disability Employment Strategy, to attract, recruit and retain more people with disability.	2023
	3.1.2 Implement Access Statements in induction processes for staff and external providers.	2024
	3.1.3 Scope the potential to offer more internships for people with disability.	2024
	3.1.4 Review where jobs advertisements are distributed and in what format to ensure they are accessible.	2023
<b>3.2 Accessible work environment</b> Ensure the Gallery's workplace is accessible for people with disability	3.2.1 Conduct an Access Audit of staff areas to identify barriers and implement solutions.	2024
<b>3.3 Contractors</b> Ensure contractors share similar values and knowledge around access and inclusion	3.3.1 Offer disability awareness training to café, shop and security staff.	2023

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

## Key Outcome Area 4

### **Systems and processes**

A common barrier for people with disability is the difficulty navigating systems and processes to access the services, venues and support they need in the community. This could include accessing information, communication, or lack of options to access services.

Goal: Our information, services and programs are built with accessible and inclusive systems and processes in mind, to ensure everyone can engage with them, with commitment to review and update giving people with disability choice and control.



Jim Conway 2006 by Greg Warburton  
synthetic polymer paint and charcoal on paper laid on board  
Gift of the artist 2009. Donated through the Australian  
Government's Cultural Gifts Program © Greg Warburton

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>4.1 Embedding access</b> Ensure access and inclusion principles and values are embedded across the organisation	4.1.1 Build access and inclusion into key planning processes, templates and meetings across the organisation to ensure access is planned for from the outset.	2023
<b>4.2 Document accessibility</b> Continue to improve the accessibility of documents produced by the Gallery	4.2.1 Review recommendations of Document Review report (produced by Accessible Arts) to inform the development of an accessible documents policy.	2025
<b>4.3 Captioning</b> Ensure captioning is provided consistently and to a high quality	4.3.1 Ensure captioning is provided for online video experiences and in-person when identified.	Ongoing
<b>4.4 Booking and ticketing</b> Continue to ensure that ticketing processes are accessible	4.4.1 Review online booking system to collect information on additional access requirements at point of sale.	Ongoing
	4.4.2 Revise ticketing information with program venue information, so that this is clear for all patrons to locate.	2023

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan  
2023–25**

Governance, monitoring and review

Acknowledgments

Contact us



# Disability Inclusion Action Plan 2023–25 (continued)

Objective	Action	Timeline
<b>4.5 Website</b> Ensure website is accessible for people with a range of access requirements	4.5.1 Undertake a website audit to ascertain current WCAG2.0 level of accessibility and identify areas for improvement.	2024
<b>4.6 Social media</b> Ensure social media is accessible for people with a range of access requirements	4.6.1 Develop a Social Media Policy to guide accessible social media posts.	2024
<b>4.7 Technology</b> Ensure appropriate technology is utilised that can enhance accessible experiences	4.7.1 Scope technological possibilities to improve accessible experiences at the Gallery.	Ongoing
<b>4.8 Emergency evacuation</b> Ensure processes around emergency evacuation are accessible to everyone	4.8.1 Ensure that visual communication is utilised to ensure that d/Deaf and hard of hearing visitors have access to the emergency alarms and messages.	2024

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

**Disability Inclusion Action Plan 2023–25**

Governance, monitoring and review

Acknowledgments

Contact us

# Governance, monitoring and review

## **Our internal DIAP Working Group**

To steer and guide the development of this DIAP, we established an internal DIAP Working Group, consisting of representatives from across the organisation. From within this Group, we appointed a Project Manager who worked closely with Accessible Arts to provide valuable information throughout the DIAP's development.

This group will continue to meet at regular intervals during the DIAP's implementation phase, to support, monitor and report on progress. Updates from this group will be provided to our Executive team.

## **Our external Disability Advisory Group**

As part of this DIAP's implementation, we will re-establish our external Disability Advisory Group. This group will be critical in bringing a 'lived experience' lens to our work, and providing expertise, advice and perspectives to assist our staff in the delivery of this DIAP. We may also engage other experts, partners and stakeholders with disability to assist us with elements of DIAP implementation.

## **Reporting**

The internal DIAP Working Group is responsible for sharing regular progress report updates to our Executive Team. We will provide an external report on DIAP progress annually, through our Annual Report, which is shared widely with all our stakeholder groups. In alignment with monitoring and reporting processes across our organisation, we will use a range of measures and measurement tools to track progress against targets.

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

## **Governance, monitoring and review**

Acknowledgments

Contact us

# Acknowledgments

The Gallery would like to acknowledge and thank the people who contributed their time and expertise to participate in the development of this DIAP.

## **Our internal DIAP Working Group**

Tristan Hoffmeister, Director, Access and Learning

Alana Sivell, Program Coordinator, Access and Learning

Annette Twyman, Visitor Services Coordinator,  
Access and Learning

Joanna Gilmour, Curator Collection and Research,  
Collection and Exhibitions

Penny Grist, former Curator Exhibitions,  
Collection and Exhibitions

Patrick Cox, Programmer, External Relations

Taryn Crick, Manager People and Performance,  
Corporate Services

## **Our community**

External interview and focus group participants and survey respondents.

Our valued audience members, partners and other stakeholders who have provided feedback over the last few years.

Our staff, contractors and volunteers who completed our survey and engaged in our interview and workshop processes.

## **Accessible Arts and access consultants**

Liz Martin, CEO (Chief Executive Officer), Accessible Arts

Marika Perrow, Arts Development Manager, Accessible Arts

Morwenna Collett, Access Consultant

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

## **Acknowledgments**

Contact us



## Contact us

We value community feedback on our progress in meeting the goals and actions outlined in our DIAP. We encourage individuals and organisations to share their thoughts, ideas and experiences with us to ensure our continued improvement.

For enquiries, feedback and services, please contact:  
Email: [info@npg.gov.au](mailto:info@npg.gov.au)  
Telephone: +61 2 6102 7000

For a free interpreter call us via the Translating and Interpreting Service (TIS) on 131 450.

If you are d/Deaf, hard of hearing or have a speech impairment, please contact us via the National Relay Service: 1800 555 660.

### **Alternative formats**

Our DIAP is available to the public through our website, with both PDF and Word versions available. Hard copy formats in both large and standard print and other alternative formats are also available on request. This DIAP is also registered with the Australian Human Rights Commission (AHRC).

Contents

Acknowledgment of Country

Language

Message from the Director

Definitions

Who we are and what we do

Disability in Australia

Where we fit: social policy context

Our Disability Inclusion Action Plan

Our achievements to date

Methodology and consultation

Disability Inclusion Action Plan  
2023–25

Governance, monitoring and review

Acknowledgments

**Contact us**